

**ARIZONA STATE SCHOOLS FOR THE DEAF AND THE BLIND
POSITION DESCRIPTION**

POSITION TITLE: TECHNOLOGY SUPPORT ASSISTANT

POSITION LOCATION: ASDB

POSITION REPORTS TO: Media Specialist III

POSITION SUPERVISES: None

MINIMUM QUALIFICATIONS:

- Possesses at least a Bachelor's degree in media, video, broadcasting, school technology, computers or related field.
- Two years successful experience working with computer installations/support, or video production, or telecommunications technical support.
- Evidence of disability-related experience or training.

PREFERRED QUALIFICATIONS:

- Experience in an educational setting.
- Experience with installation and setup of computers and other technology devices adapted for use by disabled persons.
- Conversational American Sign Language.

MAJOR DUTIES AND RESPONSIBILITIES:

- Sets up, configures, and troubleshoots personal computers, including peripherals, and other technology devices.
- Provide assistance with the Educational Local Area Network.
- Installs and configures software and upgrades for classrooms, labs, and other educational staff
- Administration of telephone system using Centigram Series 6 software along with the software package of TDD Memo.
- Troubleshoot telephone system problems, programs voice and text mail changes, coordinate repairs with vendor and US West, coordinates major programming changes, and provides routine maintenance of the system.
- Coordinates the use of video conferencing for educational programs and administrative staff.
- Produces computerized video presentations for both educational and administrative use, including writing scripts, story boarding, recording raw footage, editing video, mixing audio, designing graphics and text to include in video, and captioning.
- Maintaining the video distribution system, including daily slide shows, emergency announcement system, trouble shooting and maintaining equipment.
- Work with staff and students to produce video news telecasts and other local video productions.
- Provides training and technical assistance to staff and students on the use of computers, phones, audiovisual equipment, and other technology devices.

- Maintains and performs minor repairs for computers and other technology devices.
- Maintains inventory of computers, peripherals, software, audio visual equipment, telephones and TTY s and creates phone directory.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to continuously expand knowledge to accommodate new and changing technologies
- Technical knowledge of various computer operating systems
- Knowledge of set-up and installation of computer hardware and software
- Ability to troubleshoot computer problems
- Ability to impart technical information to the non-technical staff member
- Knowledge of Centigram 6 software programming for voice and text mail systems
- Familiar with the use of and programming of a TTY
- Ability to configure, maintain, and diagnose telecommunications equipment
- Knowledge of video production principles
- Knowledge of audio and lighting systems
- Knowledge to repair audiovisual equipment
- Good organizational skills
- Ability to coordinate services to a variety of departments
- Ability to work well with staff, students, parents, and administrators
- Good verbal, sign, and written skills
- Excellent record keeping skills